

RFP 1828VF Questions and Answers

No further questions were asked after the conference call held on 8/7/18. Below are the questions and answers as stated during the call. We look forward to your proposals.

Q. We have a license Home Care Agency in Western New York, and I just want to make sure I was clear on as far as the homework, what gets handed in. So outside of these three pages was there anything else needs to be submitted at the time.

A. There is the worksheet with a couple of small Excel tables, regarding the rate.

There is also an expanding text box type application that needs to be submitted which addresses the number of areas but most importantly what your plan is to help us serve our clients.

We do have a difficult timeserving clients and we're looking for new opportunities and new ways to do that.

The purpose of this RFP is for us to to get ideas/ proposal that will help us serve it serve all the clients that we can using the funds we have available now.

Q. How many companies will be selected?

A. Not have a set number that will be selected.

We are looking to do the best that we can to cover that cover the county with the proposals that are received and so it will be based on the coverage that is proposed/ is explained in the proposals.

Q. Regarding the expanding text fields and excel worksheets. There was some difficulty in opening the documents, where can they be accessed?

A. The documents can be opened by clicking on them. The documents will expand. If you have further problems please let us know and we will help with a solution.

Q. With respect to the agencies who have been contracting with the department for over 20 years and we have a good number of clients are we in jeopardy of losing our contract.

A. Yes, again, we are working to serve all our clients so we want to take a look at what comes and how we can move forward.

So whether or not a client is being served, we will come up with a transition plan to work with the agencies that are currently serving them and may extend those individual contracts that are not chosen for the RFP and extend them for remainder of the year.

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There are some options and we will work with our partners to make sure that our clients are still served in the best manner possible through the transition

Q. Regarding the request for us to submit our cost or a rate for each level of care. The department has always provided service according to the New York State Department of Health published Medicaid rates.

Is this going to change?

A. Yes, In the past we were required to pay the Medicaid rate but we are no longer tied to that requirement

We haven't been able to serve our clients because other people and providers can pay more for services.

Also, based on the number of responses and agreements we enter into as a result of the RFP, we will assign clients or request service in order of what is most cost effective for the county.

Q. Follow up question- The last sentence on that page says price proposals do not need to adhere to Medicaid rate guidelines.

So are you saying that you have outlier clients that are in the furthest reaches of Erie county that some of our proposal can exceed Medicaid rates that what that sentence is meant to be?.

A. Yes, and that and you and the reason for that is because of the

Q. Agencies that have Staffing out that way so we would basically need to come up with a rate that would allow us to provide aides in that area and compensate them for that travel and that type of work, right?

A. That is correct.

Q. So you have now cases that are filled by various agencies and the people live in the city will the successful bidder than pick up those cases as possible.

A. It's possible we're going to have work through a transition. Initially we are going to focus on the clients that are not receiving service right now.

Q. So what you're really focusing on is that the people who make proposals look at the outlying areas.

And come up with plans or not so much for the city, but for the suburbs in the rural areas,

A. That is our is the area of we struggle with most but this is for all of Erie County.

Q. So as an agency, we may have different needs as far as how to address, you know, what it would cost to us a service of patient in the county in the City versus what a cost to service of patients in a rural area.

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So our proposal the service patients in general may not be the same based on where they live based on our needs and your needs you need us to carve out different Geographic areas for different reimbursements or one flat rate.

If it fits your need to have two different rates for different regions of the county will be willing to consider that.

We're just trying to find the best way to serve these clients that are in need and that we do have on right now.

Q. So the RFP is requesting that any agency that contracts with the county going forward must be able to serve all clients within the urban area as well as the Suburban and rural areas as well submit for the City of Buffalo alone.

A. No, as Erie County Senior Services we need to work with our partner agencies to put together a plan that we can serve all our residents. If there are agencies that can only do the city, that is ok.

But we also hoping to serve the whole county well. Our plan is to piece together full coverage of the county.

Q. Regarding the reporting going forward? Will that change it all?

A. The reporting will be much the same; there will be monthly reporting so we can pay you on time

The only thing that will be different now is that, we are asking that agencies enter unit our database directly

We are asking any successful proposals will have to enter their client units into our online database which is called PeerPlace.

Q. Is that done monthly or quarterly or weekly or how often does can you specify

A. It will be no less than monthly with the database you'll be able to enter units daily if you want to do so.

Q. Will the evaluations of your clients still be done by your account or your require any additional or different types of evaluations done by the agency's

A. The process will be the same. We will complete the evaluations.

Q. The deadline for submission of the RFP August 27. Do you have a date for when you will be choosing your successful contracts?

A. The selection will be made on or about September 15.

Q. If you are not chosen, I'm assuming your existing contract will remain in place until March 31st. Is that is correct?

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A. Yes, so we can make that transition plan smooth and we did not do not terminate any client service through termination of a contract.

Q. What your expectation for the turnaround time of once the contract is awarded? 19:25 When do we need to be operational? September 16th?

A. No, we will need to go through our process here, any negotiations, creating contracts and our legislative process,

At least a couple of weeks, maybe a little bit one.

Q. Do you want detailed other expenses on the price proposal?

A. No, We've heard that the wage the aides are getting paid also affects our ability to serve clients, especially in the rural areas. So that's why we're interested in how much um getting paid through this process.

Q. Where do you consider rural? Is there a defining line? Is it outside the first ring suburbs or how does that work?

A. We are not defining what is rural; the charts included in the RFP indicate all the towns in Erie. We need to serve all of them.

Q. With respect to the housekeeping. So you're still keeping housekeeping under the Personal Care levels one and two, or is that something where we'd be able to bring in separate housekeepers that don't provide the personal care?

The housekeeping was put in there so that we could work with more agencies, that only provide a house keeping level of service, an unlicensed agency. If your agency is able to provide that and wants to offer that service. That's okay with us, too.

Q. If I had housekeeping people that were not certified personal care aides that would still be okay. I'd have to list that in my proposal with a rate for that. Staff would still need to have the background checks and the process that we expect for the home care services.

Q. I'm assuming that while they don't have any personal care training. They would have to abide by all of the regs which would include the PPT, MMR as such as such as such.

A. That's correct.

Q. Do the 10 pages include the appendages?

A. No, appendices can be additional pages.

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Q: We are reviewing the EISEP RFP and have a few concerns surrounding some of the wording and have some questions since we have never seen some of this language in any other RFP.

Could you clarify "Intellectual property rights" section as well as "ownership of copyrights" which is in the same section.

We fear this suggests EISEP would own our ideas and our propriety information outlined in the proposal.

The prospective proposer should not worry about the County seeking to obtain ownership of anything contained in the proposals submitted. This language is standard boilerplate for all county RFPs across departments and is used only in resulting contracts where consultants are paid to actually create intellectual property or copyrightable material as part of the service contracted for.

The specific clause that is included in EISEP contracts (including the 2018-19 contract with this prospective proposer) is as follows below. It is anticipated that this language will not be revised for the 2019-20 contracts

Section 7.8 Copyrightable Material. Where Agency projects supported in whole or in part by County and/or State assistance, produce original books, manuals, films, or other copyrightable material, the material cannot be copyrighted or sold without the written permission of the New York State Office for the Aging and the County of Erie. The Erie County Department of Senior Services reserves the royalty-free, non-exclusive and irrevocable license to reproduce, publish, translate, or otherwise use, and to authorize others to publish and use such materials. Any income received by the Agency as royalties or otherwise earned by such copyrightable material shall be considered as Agency income. Such income shall reduce the County's obligation under this Agreement in accordance with the provisions of Article IV. Creation of all such material must be consistent with this contract and forwarded to the Erie County Department of Senior Services.